



San Francisco
Water
Power
Sewer

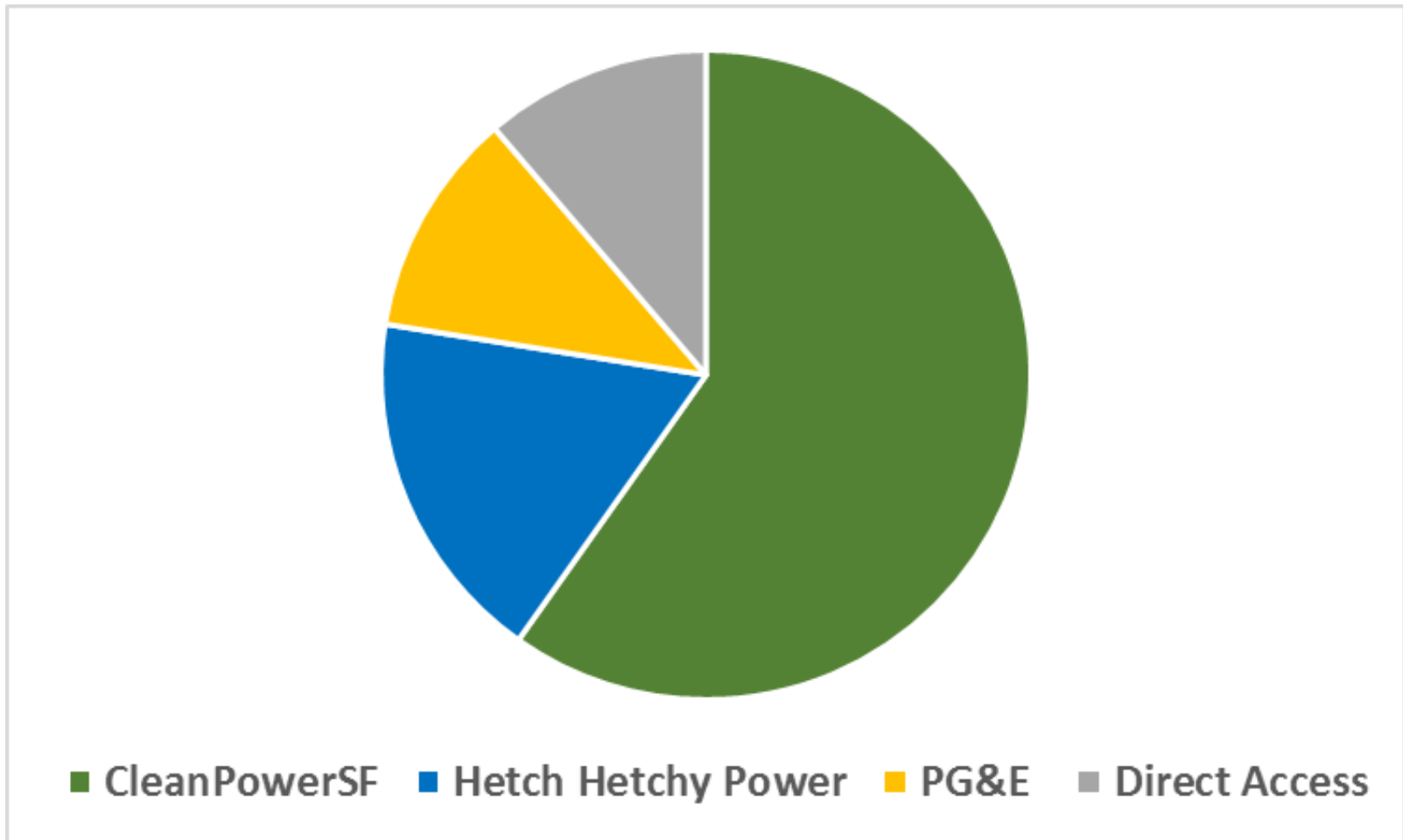
CleanPowerSF

Same Service • Cleaner Energy

CleanPowerSF Customer Debt and SFPUC Action on Disconnection Moratorium

Board of Supervisors'
Government Audit and Oversight Committee
May 6, 2021

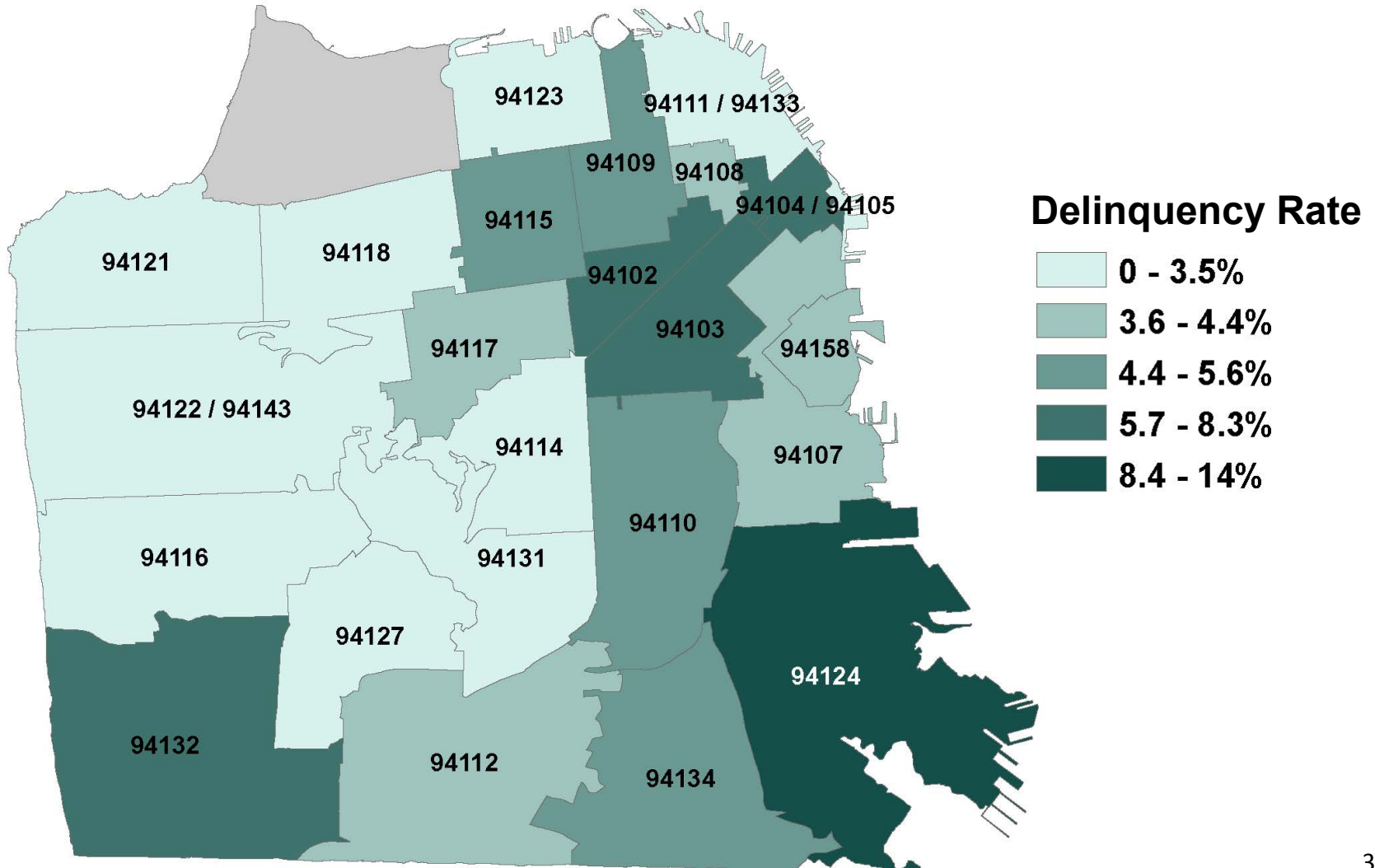
San Francisco's Electricity Suppliers





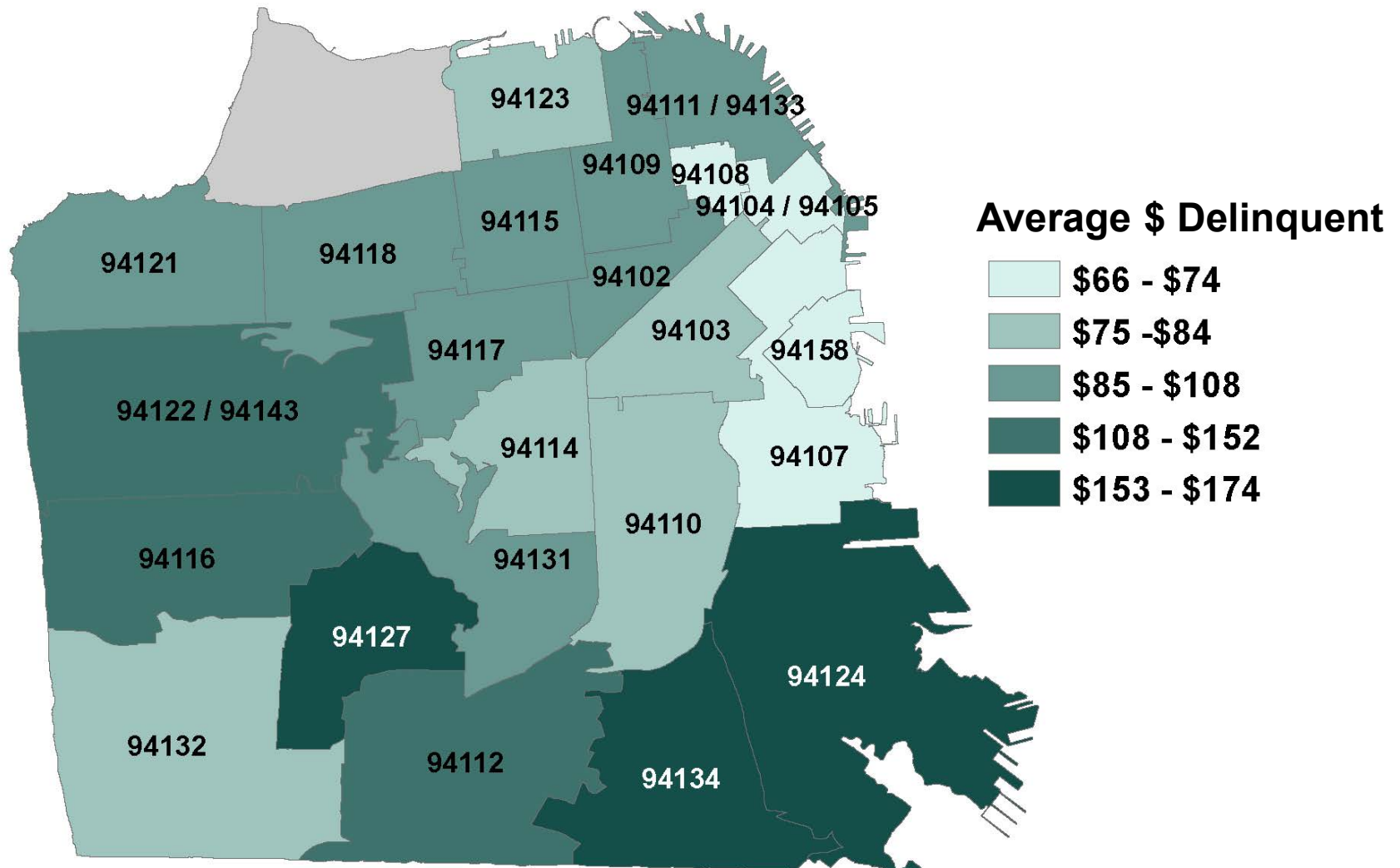
CleanPowerSF Residential Customer Bill Delinquency (# of Accounts)

>90 Days Delinquent



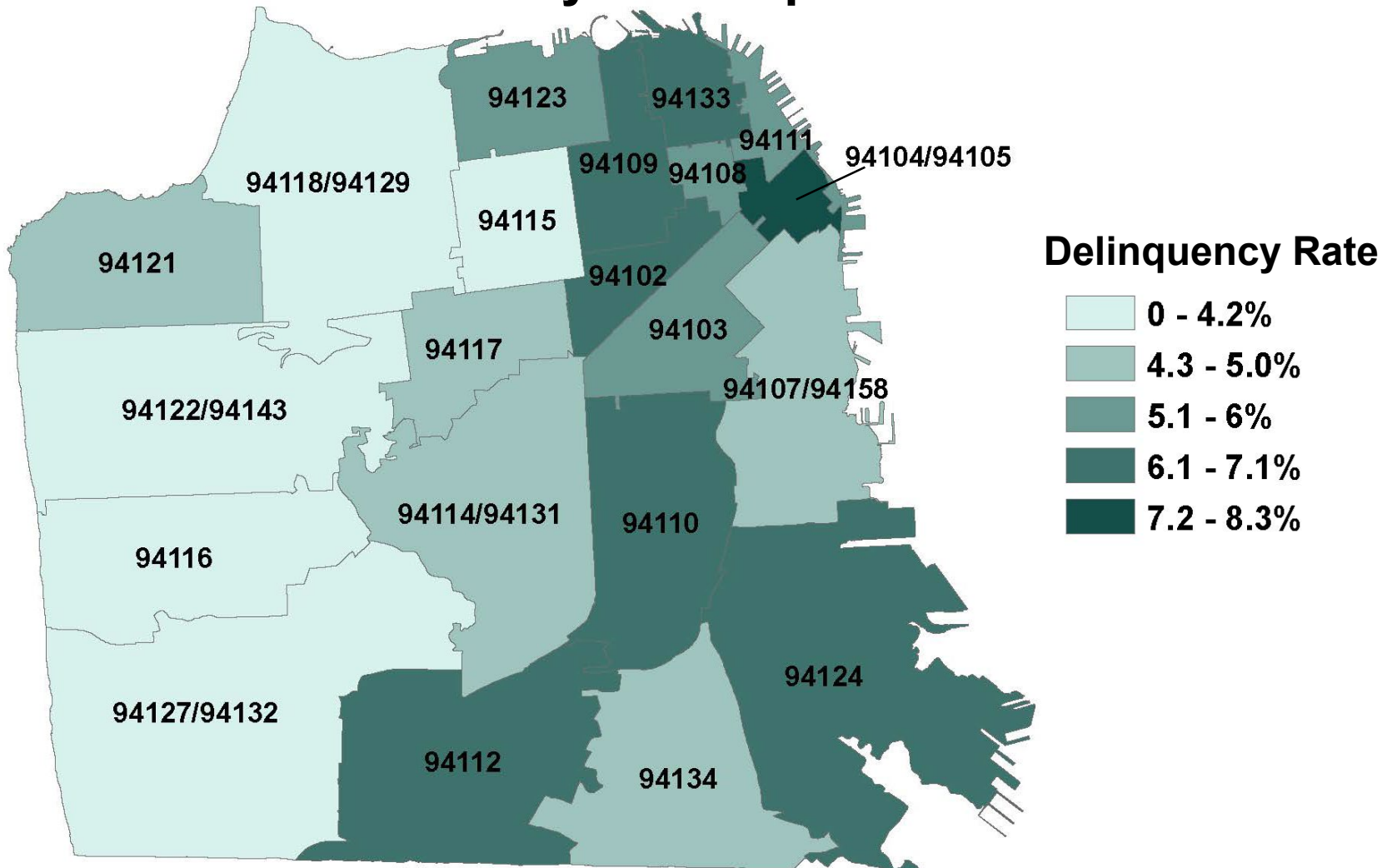


CleanPowerSF Residential Customer Bill Delinquency (Average \$ Amount)



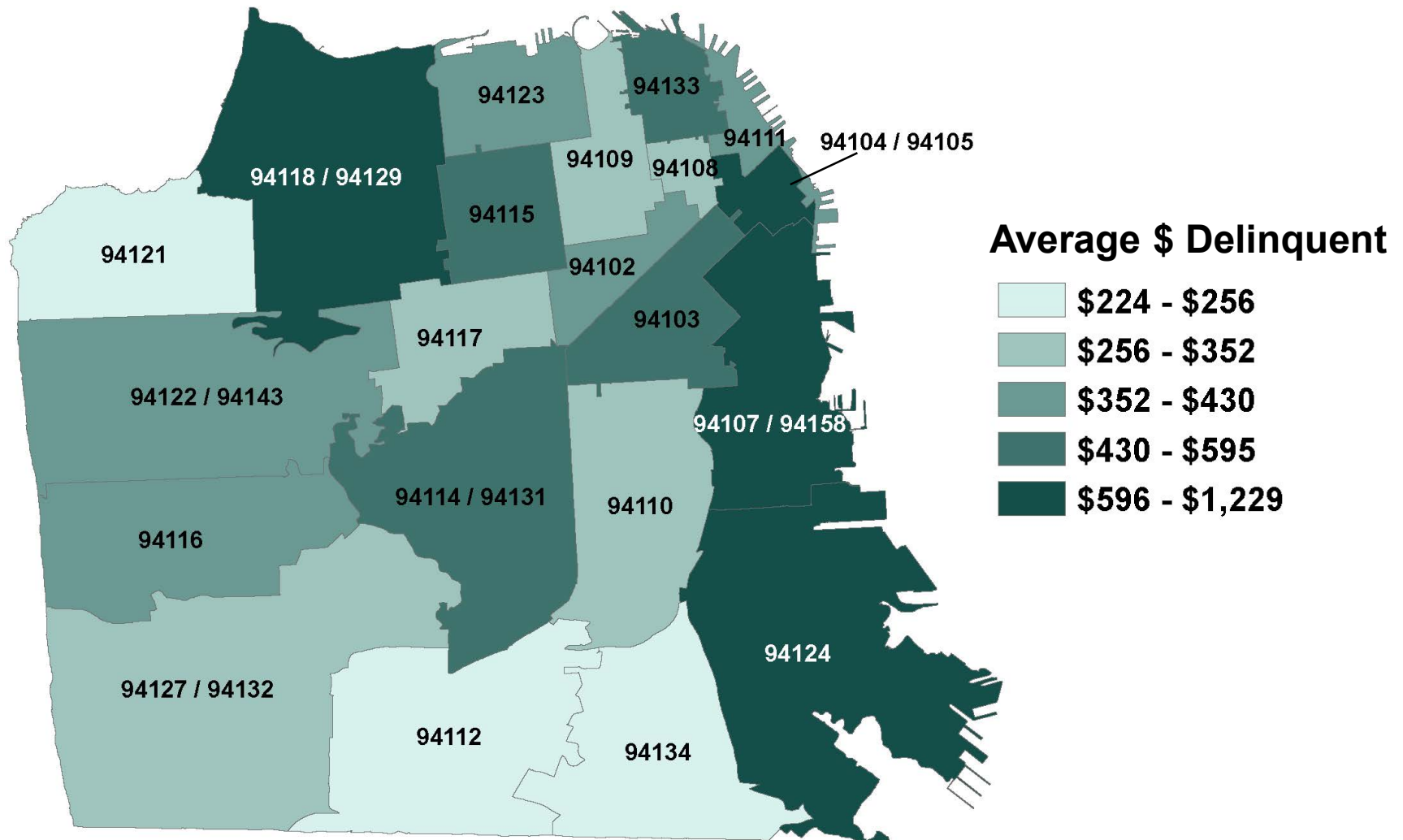
CleanPowerSF Commercial Customer Bill Delinquency (# of Accounts)

>90 Days Delinquent





CleanPowerSF Commercial Customer Bill Delinquency (Average \$ Amount)





Addressing Utility Service Disconnections During COVID-19

- On March 13, 2020, the Mayor issued a second supplement to her COVID-19 Emergency Proclamation, suspending shutoffs of power and water service by the San Francisco Public Utilities Commission (SFPUC).
- On April 17, 2020, in Resolution M-4842, the California Public Utilities Commission (CPUC) ordered utilities under its jurisdiction to suspend disconnections of customers for unpaid bills, retroactive to March 4, 2020.
- On July 28, 2020, by Resolution No. 20-0162, the SFPUC extended the temporary moratorium on power/water shutoffs, liens, and fines.
- On April 27, 2021, by Resolution No. 21-0063, the SFPUC further extended the temporary moratorium on power/water shutoffs, liens, and fines, through March 31, 2022.



Addressing **Affordability and Customer Debt** During **COVID-19**

- On May 26, 2020, by Resolution No. 20-0099, the SFPUC approved an Emergency Assistance Program for residential customers of Hetch Hetchy Power.
 - Provides individually metered customers who have lost income due to COVID-19 a 30% discount on their power bills.
- On July 28, 2020, by Resolution No. 20-0161, the SFPUC approved a one-time bill credit for CleanPowerSF customers enrolled in the CARE and FERA low-income energy discount programs by September 30th.
- On December 8, 2020, by Resolution No. 20-0242, the SFPUC approved CleanPowerSF's participation in the CPUC's Arrearage Management Program.



Advocating for Customer Protections During COVID-19

- CPUC's COVID-19 Debt Proceeding (R. 21-02-014)
- SFPUC has advocated for San Franciscans through the California Community Choice Association (CalCCA), calling for the CPUC to:
 - Align the timing for the end of the disconnection moratorium with the status of the state's economic reopening allowing customers a transition period to regain economic stability;
 - Fund additional debt relief through Public Purpose Program Charges, collected from all CPUC-jurisdictional rate payers for public programs;
 - Utilize 80% of Area Median Income as an eligibility threshold, instead of the Federal Poverty Level indicator to allow for increased participation; and
 - Expand eligibility for the AMP and prioritize flexibility in payment plans.

Questions?

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